



## Visitor/Guest Policy

### Overview

We recognise that there will be times when members wish to bring guests to the club to play tennis with them and would like to encourage them to do this. However, we must also protect the stability of the club and the enjoyment of the facilities for those who pay for them to exist and flourish - our paying members.

To do this, we have the following guidance for both visitors and members.

#### Members must:

- Notify the membership secretary and pay the guest fee applicable for each visit, on the day of the guests visit (currently £6 for adults/£4 for under 16's).
- Guest fees should be paid online with your name as a reference. Cash or bar payments are not accepted.
- Supply the name and contact details of the guest (and age if under 18), provided by email to the [membership secretary](#)
- Ensure your guest adheres to all the rules/policies, as if they were a member, and as displayed in the clubhouse and on our website.
- Be responsible for the actions and behaviour of any guests you bring to the club.
- Remain in attendance at the club for the full length of the guest's visit.

#### Members may not:

- Bring more than one guest per visit.
- Allow your guest to play on the courts without you being on court with them.
- Allow guests onto court without wearing the correct clothing and shoes.
- Allow guests behind the bar (if open and available) at any time.
- Allow any single guest to visit more than 6 (six) times in any membership year as part of our 6 visit rule (see definitions).
- Invite more than 6 separate guests in any membership year.
- Allow your guest to remain at the club in your absence.
- Use guest access as a way to postpone or suspend annual membership ie:
  - If a current member does not rejoin at the beginning of the new membership year, but uses guest visits and then decides to rejoin later on in the year, membership fees may be backdated to the beginning of the year and visitor fees will be refunded.
  - Ex-members from the previous year, who continue to visit the club as a guest in the following year, are welcome to come and play as a guest of a current member (subject to the above rules), but will not be able to attend any club organised social sessions or internal tournaments.

### Definitions

**A guest** is defined as any person that does not hold a membership for the current membership year but has an affiliation with a current member and wishes to visit the club to play tennis with that affiliated member.

**A visit** is defined as any period of time, that does not exceed any single day, where the affiliated member that holds an appropriate Membership is in attendance and able to supervise the guests visit.

The **6 visit rule** is defined as any 6 visits, by any guest, in any single membership year. This applies to all guests irrespective of the member they attend with e.g. they can only attend 6 times in total, whether that is 6 visits with the same member or 1 visit with 6 different members. Anyone visiting for more than 6 times will be expected to apply for membership.



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Applicable **fees** are defined as the fees payable and defined by the committee for each guest visit. Payment of these fees are the sole responsibility of the inviting member to pay and NOT the guest. Guests will not be chased for payments even where they are known to the club e.g. previous members.

### Exceptions

All exceptions should be referred to the Membership Secretary in the first instance, in advance of your guest's visit, and in exceptional circumstances referred to the Management Committee.

### Implications

Failure to adhere to this policy and any exception outcomes could result in suspension of your guest invitation rights and in extreme circumstances, your membership.

## FAQ's

- Q. Do I need to pay for a guest to come and watch me play?
- A. No. Guest visits do not need to be used unless the visitor is actually playing tennis.
- Q. Can I bring a guest to social sessions?
- A. Guests may join social sessions, however, they must be able to play at the appropriate level for that session and are expected to mix in as per social guidelines. They should not be an ex-member of PLTC from the previous membership year.
- Q. Can a guest attend twice in the same day?
- A. Yes, if they are supervised by the affiliated member that has signed them in. If the guest comes back on the same day but with another member, this will be classed as two separate visits and tracked and charged appropriately.
- Q. Can I bring anyone I like?
- A. Yes, providing they have not previously been suspended or expelled from the club and they are fit and healthy enough to play tennis, adhere to these guidelines they are more than welcome.
- Q. Can I get my guest to pay the fees directly?
- A. No. It is your responsibility to adhere to these rules and you are responsible for making the payment and notifications required, and will be the one liable for any missed payment or sanctions.



## Visitor/Guest Policy

### Visitor Parking Guidelines

Welcome to Pinner Lawn Tennis club, we hope your visit is enjoyable and you have fun playing and watching tennis whilst with us.

Pinner Lawn Tennis Club is an unstaffed venue and as such, we rely on members, coaches, and visitors to help with maintaining the facilities for others to enjoy. We ask you to observe the following whilst onsite, but in all cases, please ensure that common sense, courtesy and understanding for other club users is observed:

1. Due to the limited space available, parking is primarily for the following groups:
  - a) Club members
  - b) Parents of juniors who are club members
  - c) Coaches

If you still choose to park your car in the car park, you may be asked to move and should expect to do so immediately. You may also have a delay when leaving due to the way that parking is managed, and there should be no expectation of having cars moved for you by other car park users until there is a reasonable<sup>1</sup> break in play and the member is available to help you.

Please do not disturb members when they are playing or otherwise try to put pressure on them to move cars (by hovering outside courts for example). Please wait for a change of ends before politely asking for cars to be identified and moved.

If you use the car park, then please use all available space to allow as many others to park as possible. The current parking guidance is displayed in the clubhouse.

Please do NOT park or leave your car in Little Moss Lane at any time.

2. Please ensure any rubbish is disposed of in the bins provided. Bins are available at the main entrance to the club and at various places around the grounds
3. Please ensure you take all items with you when you leave. We will keep lost property for a short period but will then dispose of anything not claimed
4. Courts are for club members and coaching clients use only. Please do not use other courts even if they appear available for use
5. When observing coaching sessions, this should be done from outside the court and if you do need to go onto court, appropriate footwear must be worn
6. In the event of an emergency or if an evacuation is required, then please congregate at the official assembly point, which can be found just outside the club grounds, on Little Moss Lane
7. Please observe all policies and procedures posted on the pinboards in the clubhouse including the policy related to the use of the changing rooms and safeguarding

Thank you for your help and understanding.

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<sup>1</sup> Reasonable is defined as a change of ends when players are on court, or up to 10 minutes in all other circumstances.